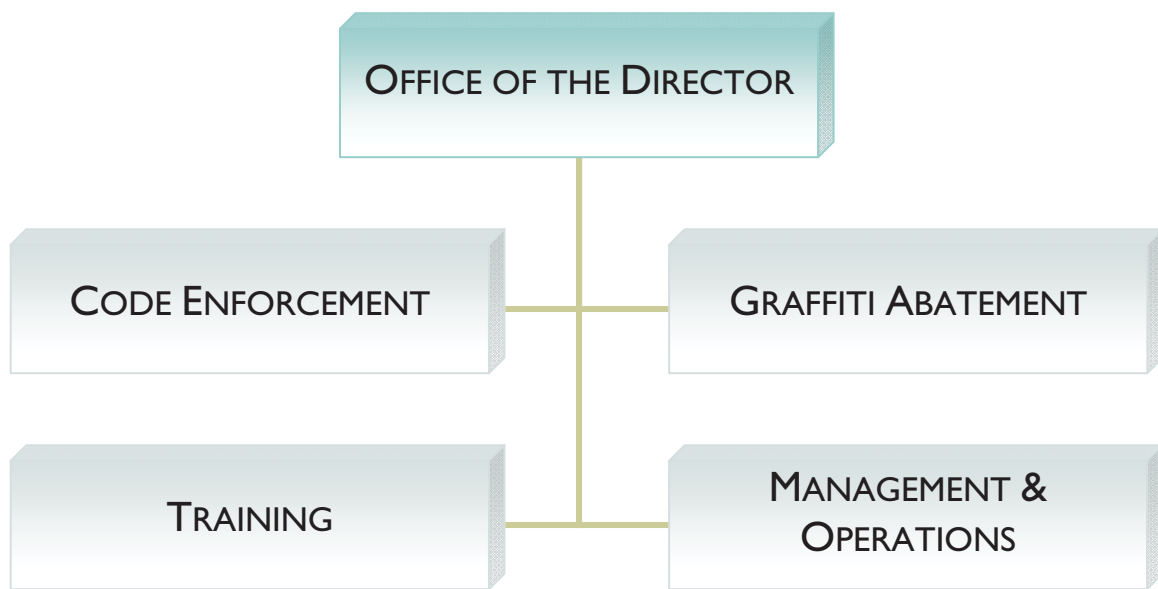


CODE ENFORCEMENT SERVICES



APPROPRIATIONS BY FUND	FTE	ADOPTED FY 2011
General Fund	133.00	\$11,217,489
Categorical Grant	4.00	235,461
Total Funding	137.00	\$11,452,950

MISSION STATEMENT

THE MISSION OF THE CODE ENFORCEMENT SERVICES DEPARTMENT IS TO ENHANCE THE QUALITY OF LIFE AND MAKE A POSITIVE DIFFERENCE BY ENSURING A SAFE, HEALTHY ENVIRONMENT FOR ALL NEIGHBORHOODS THROUGH EDUCATION, PARTNERSHIPS AND ENFORCEMENT.

PROGRAM INFORMATION

The Code Enforcement Services Department includes the following programs: Training & Community Education Outreach, Code Ranger volunteers, Graffiti Abatement, Field Enforcement, proactive Neighborhood Enhancement Team, and Dangerous Premises Unit. All of these programs are dedicated to results-oriented and community-driven service delivery in an effort to ensure a safe, healthy environment for all neighborhoods and to help make San Antonio a vibrant and inviting community where people desire to live, work, play and visit.

GOALS & OBJECTIVES

- ◆ To leverage all educational and outreach opportunities
 - Resume Code Enforcement TVSA program
 - Increase and improve upon types of written literature available to the community
 - Expand Code Rangers volunteer program across the city
 - Create "Code Enforcement Video Vignettes" of top five code violations citywide to be placed on department website, distributed to Neighborhood Associations and played on TVSA program
 - Create a quarterly Code Enforcement newsletter for community distribution
 - Continue graffiti education and outreach in schools and through Summer Parks and Recreation Programs
 - Expand volunteer opportunities for citizens to participate in
- ◆ To improve existing community partnerships and realize new partnerships to help improve neighborhoods
 - Standardize the communication protocol for Neighborhood Association meetings to include improvements to information distribution and staff follow-up
 - Create partnerships with not-for-profit, community, business, and volunteer programs to identify resources to assist with the resolution of code violations
 - Establish and maintain working relationships with agencies that perform graffiti removal to investigate new technologies available
- ◆ To become more data driven and results-oriented
 - Establish monthly performance measure "dashboards"
 - Replace existing mainframe database system with a more robust and up-to-date product
 - Improve response times and case closure rates
 - Provide for additional staff professional development training
 - Utilize data analysis to guide the deployment of resources
- ◆ To improve operational efficiencies and effectiveness
 - Streamline and improve code enforcement and graffiti abatement processes
 - Create a Civil Administrative Hearing process
 - Continue to review and recommend updates and to strengthen and clarify existing codes
- ◆ To improve and expand proactive code enforcement strategies
 - Implement the Neighborhood Enhancement Team program
 - Implement Vacant Structure Registration and Inspection Pilot Program
 - Implement the Multi-Tenant Registration and Inspection Pilot Program

CODE ENFORCEMENT SERVICES

GENERAL FUND

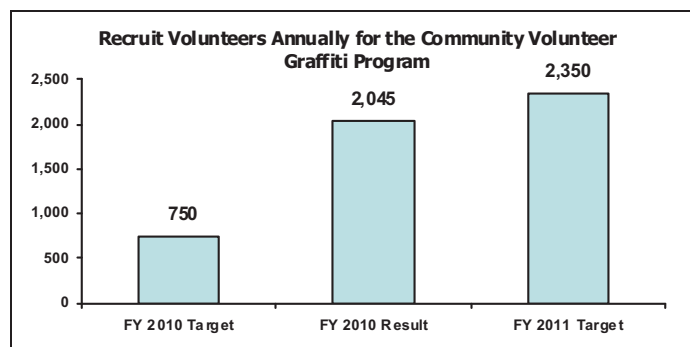
PERFORMANCE MEASURE RESULTS

These Performance Measures are strategic benchmarking devices that demonstrate the department's efforts in achieving its Goals and Objectives.

Performance Measure	FY 2010 Target	FY 2010 Result	FY 2011 Target
Achieve \$72,000 annually worth of volunteer/restitution used for graffiti abatement	\$72,000	\$75,936	\$72,000
Volunteers recruited annually for the Community Volunteer Graffiti Program	750	2,045	2,350
Close case within 32 days of initial investigation of code violation	24	39	32
Complete initial inspection within 3 days of citizen complaint	3	3	3
Achieve turnaround time of 2 days from initial call to cleanup of all graffiti on the public right-of-way	2	2	2

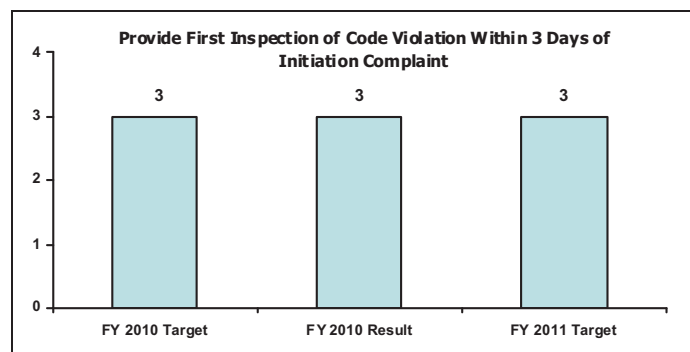
Volunteers recruited annually for the Community Volunteer Graffiti Program

The Code Enforcement Services Department utilizes outreach efforts to recruit community volunteers for its graffiti abatement program.



Provide first inspection of code violation within 3 days of initiation complaint

This measures the timely response to an initiation of a complaint to expedite enforcement actions.



CODE ENFORCEMENT SERVICES

GENERAL FUND

GENERAL FUND EXPENDITURES BY CLASSIFICATION

	ACTUAL FY 2009	BUDGET FY 2010	ESTIMATED FY 2010	ADOPTED FY 2011
PERSONAL SERVICES	\$7,180,508	\$7,072,739	\$7,108,477	\$7,151,308
CONTRACTUAL SERVICES	1,489,582	1,594,903	1,766,304	1,997,016
COMMODITIES	272,368	297,702	263,870	375,059
SELF INSURANCE/OTHER	1,239,310	1,506,683	1,323,880	1,484,217
CAPITAL OUTLAY	250,342	0	2,483	209,889
TOTAL EXPENDITURES	\$10,432,110	\$10,472,027	\$10,465,014	\$11,217,489
AUTHORIZED POSITIONS	140	135	135	133
FULL-TIME EQUIVALENTS	140.00	135.00	135.00	133.00

CATEGORICAL GRANTS SUMMARY

TITLE OF PROGRAM	FEDERAL	STATE	OTHER	ADOPTED FY 2011	CITY MATCH
Community Development Block Grant	\$235,461	\$0	\$0	\$235,461	\$0
TOTAL	\$235,461	\$0	\$0	\$235,461	\$0

Grant Name: *Community Development Block Grant*

PROGRAM INFORMATION

The City of San Antonio was awarded a \$235,461 grant in FY 2010 by the U.S. Department of Housing and Urban Development. This grant is for the enforcement of codes regarding vacant lots and premises that have been used for illegal dumping or are overgrown with vegetation creating conditions that are harmful to the health, safety, and welfare of the general public. Grant funds will provide for personnel expenses, overhead costs associated with code enforcement activities, and for the correction of code violations in blighted CDBG-eligible neighborhoods.

Actual 2009	Estimated 2010	Adopted 2011
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FUNDING SOURCES

FEDERAL – Federal Funding Source	\$235,461	\$235,461	\$235,461
TOTAL FUNDING	\$235,461	\$235,461	\$235,461

EXPENDITURES

PERSONAL SERVICES	\$155,147	\$157,861	\$157,861
CONTRACTUAL SERVICES	64,256	75,332	75,332
CAPITAL OUTLAY	0	2,268	2,268
TOTAL EXPENDITURES	\$235,461	\$235,461	\$235,461
AUTHORIZED POSITIONS	4	4	4
FULL-TIME EQUIVALENT	4.00	4.00	4.00